

CIT Customer Service Report for the Telecommunications Branch



For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

Snapshot Date: 9/1/2009 7:30:11 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
Circuits	0	0	0	18	0	0	1	0	0	17	0
Conferencing	2	0	0	12	0	0	1	1	0	12	1
Coverage	4	0	0	0	0	0	1	0	0	3	3
DELPRO	9	0	0	183	1	0	134	5	0	52	0
General Info	62	0	0	2	0	0	1	44	0	19	7
New Request/Termination	31	0	0	4	0	0	16	0	0	19	2
Operator Services	1	0	0	1	0	0	1	1	0	0	2
Phones/Accessories	21	0	0	17	0	0	3	14	0	21	5
Repair	13	0	0	0	0	0	4	1	0	8	5
Repairs	101	0	0	470	0	0	11	95	0	465	1
Training	21	0	0	0	0	0	0	19	0	2	5
TSR	74	0	0	458	0	0	168	72	0	292	1
User Change	10	0	0	0	0	0	2	1	0	7	6
Verizon Phone Book	0	0	0	1	0	0	0	0	0	1	0
Voice Mail	40	0	0	11	0	0	1	36	0	14	4
Grand Total:	389	0	0	1177	1	0	344	289	0	932	2

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Total Tickets Closed:	1221
Total Tickets Assigned/Pending/Checked Out:	345
Total Tickets Created:	1566